

“Do Not Call” Complaint Instructions

Are you registered?

→ In order to file a complaint with the Federal Trade Commission’s (“FTC”) “Do Not Call” Registry, your personal number must be on the registry. Your business number is not eligible.

If your number does not appear on the registry yet, please register online at <https://www.donotcall.gov/register/reg.aspx> or call 1-888-382-1222 to register.

Is the call an exception to the law?

→ Please remember certain calls are not violations of the law. The following is a list of unsolicited telephone calls that are permissible even if your number is registered:

1. Calls made for non-commercial purpose, such as polls, surveys, and political purposes.
2. Calls made in response to the consumer’s written or verbal request.
3. Calls made by tax-exempt, non-profit organizations, such as charities.
4. Calls made as a result of a visit by the consumer to a business.
5. Calls made to consumers with whom they have a current business relationship.
6. Calls made by a solicitor in their first year of doing business in CT.
7. Calls made in connection with the compiling of telephone directories.
8. Calls made in connection with an existing debt or contract for which payment or performance is not yet completed.

File online with the FTC.

→ If you are on the registry and the call was not one of the exceptions, you may file your complaint online here:

<https://complaints.donotcall.gov/complaint/complaintcheck.aspx?panel=2>

If you are unable to file your complaint through the FTC online system, you may print off the Department of Consumer Protection’s manual form, which will be used to provide the information to the FTC.

The DCP form may be downloaded here:

http://www.ct.gov/dcp/lib/dcp/pdf/forms/complaint_form_no_call_2012.pdf

While this form is fillable, please note that if your version of Adobe does not match, the form may not fill and you would need to print off the form in that case.